

MSFC PROPULSION SYSTEMS DEPARTMENT

Knowledge Management Project NASA KM International Conference 17 - 19 July 2007



Collaborate...





Innovate. . .



Motivate





Agenda

MSFC PROPULSION SYSTEMS DEPARTMENT

Knowledge Management Pilot Project

- PSD KM Project Overview / Approach / Purpose
- Strategic Planning of PSD KM Initiative
- Systems Requirements / Design Definition
- KM Technology Architecture Description
- PSD KM System UI / Custom Features
- Future Planning
- PSD KM Search Functionality Demo



MSFC PSD KM STRATEGIC PLAN

Overview/Approach

- KM Needed to Support Knowledge Capture/Preservation and an Information Sharing Culture
 - "If MSFC is to remain world-class in rocket propulsion systems design and development, substantial improvement in access to current and historical design, development and operational information must be made."
 - "NASA has not demonstrated the characteristics of a learning organization after investigators observed mistakes being repeated..."
- MSFC PSD KM initiative approach
 - Develop a KM Pilot project, within the context of a 3-5 year KM strategy
 - Introduce and evaluate the use of KM within PSD
 - IT Infrastructure, Turbomachinery Community of Practice (CoP)
 - Extend KM system functionality using results-based methodology



MSFC PSD KM Initiative

Project Purpose

- Develop a Knowledge Management Strategic Plan for MSFC PSD
- Define and Prioritize KM requirements, tailored to PSD's goals and objectives
- Provide KM IT infrastructure, processes and tools to enable and promote a learning / sharing culture
- Assure enterprise alignment and extensibility of PSD KM solution
- Apply leading edge Knowledge Management technologies and organizational practices to institutionalize NASA's experiences—promoting NASA engineer's competencies and growth.



MSFC PSD KM Initiative

KM Project Key Priorities

- Improve Safety, Reliability and Quality
- Reduce risk and impact of knowledge attrition associated with an aging workforce.
- Enable Learning Sharing Culture
 - Communities of Practice, collaboration, knowledge sharing/capture
 - Training
- Provide Efficient, Effective Access To Propulsion Systems And Component Knowledge Data
 - Apply cutting edge technologies and innovation to PSD knowledge assets
 - Infuse experiential knowledge, lessons learned, best practices into decision process
 - Reduce Test/Fail/Fix cycle resulting from failures and anomalies
- Demonstrate KM utility and functionality
- Increase stakeholders' awareness of KM technical innovations and benefits
- Extend PSD KM system functionality
 - ARES propulsion systems and component designs
 - Engineering Directorate
 - MSFC...



MSFC PSD KM STRATEGIC PLANNING

Data Gathering

- Formed PSD KM Team
- Conducted Two Day Group Work-Session for PSD KM Strategy Formulation
 - Developed PSD KM Purpose, Objectives, Priorities
- Conducted Structured Interviews
 - Examined Engineering Process Workflows
 - Collaborative, Resource and Analytical Tool Interfaces
- Surveyed Personnel
- Performed Independent Research



MSFC PSD KM STRATEGIC PLANNING <u>Cultural Change</u>

Cultural Change Survey

PSD Benchmarking

Working Together
Knowledge Sharing Incentives
Enterprise KM Strategy
Existing KM Infrastructure, capabilities
Senior Management Advocacy
Skills & Competencies
Change Management
Workforce Development
Organizational Alignment
Operational Processes
Performance Measurement
Evaluation & Feedback
Accountability & Empowerment

PSD is perceived by survey respondents as being ready to accept cultural change.

Challenges identified:
KM Infrastructure/Tools,
Knowledge Sharing Motivation & Incentives,
Leadership Advocacy



MSFC PSD KM STRATEGIC PLANNING Solutions Map

PSD KM Strategic Objectives

- Access-Links to External Databases, and Repositories
- 2. Intelligent Search Capabilities
- 3. Enterprise System Architecture and Design
- Access-Links to Internal Databases, and Repositories
- 5. Collaborative Engineering Community of Practice
- 6. Leverage Data-Server Ownerships
- User-Derived Interface Presentation Layer
- 8. PSD KM Process Definition

PSD KM Functional Solutions Integrated Knowledge Management System (KM) Collaboration (CB) Expert Location & Profiling (EL&P) Tacit Knowledge Capture (TKC) Content Management (CM) CoP Management (CoP) Search & Indexing (S&I) Portal Management (PM)

Top 10 Day-to-Day Needs

- Access to All External Servers, Databases, and Repositories (SSME Tech, NEXPRISE, etc.)
- 2. Single Sign-On (SSO) for All Resources
- 3. Ability to Search Adobe, Image Files, Hardcopy
 Old Reports
- Capture of Tacit Knowledge from All Personnel
 During All Project Lifecycles
- 5 A Collaborative Engineering Community of Practice Organized by Discipline
- 6 Intelligent Search and Index Tool (Multi-Tiered Search, Advanced/Boolean)
- A Customizable User Interface Tool for Desktop for Each User
- 8. Utilization of the NASA Taxonomy to Structure Project Documentation
- Access to All Internal Servers, Databases, and Repositories (Stennis RAMS, etc.)
- Pedigree Assurance for All Project Documentation

KM Solution Aligns With Team Defined Objectives and Needs

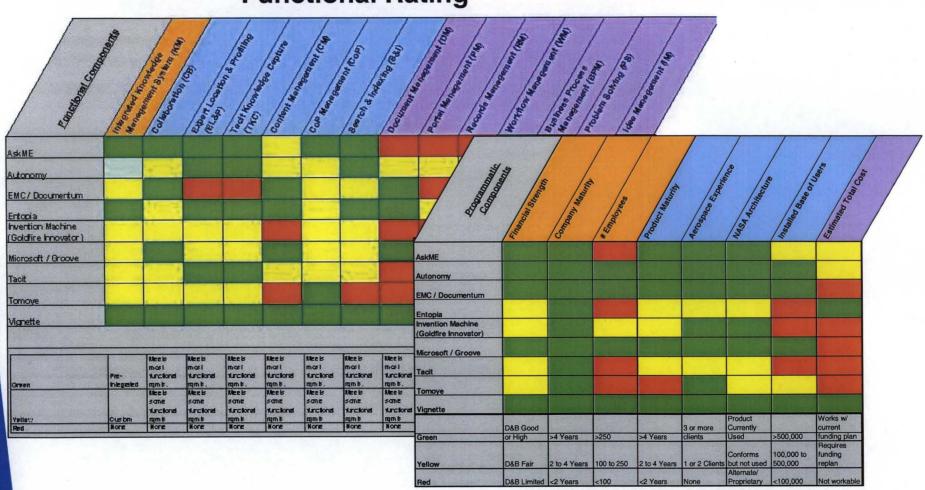
Problem Solving (PS)



System Requirements and Design Definition

Vendor Ranking

Functional Rating

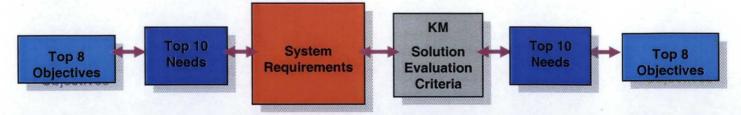


Programmatic Rating



System Requirements and Design Summary

- Rigorous systems engineering approach employed at project outset;
 User defined, user centric, concept to solution
 - Formed initial MSFC team using Integrated Product Team constituency
 - Included Shuttle Project & Engineering, ER Component Design, ED Disciplines, S&MA participants
 - CIO, Enterprise Architect, CLV Projects, CLV KM, NASA Engineering Network (NEN) represented in requirements / design reviews
- PSD KM Project Milestones Achieved
 - Strategy developed, Strategic Plan delivered February 2006
 - System Requirements defined, System Requirements Specification delivered May 2006
 - Conceptual Design Review conducted June 2006
 - Critical Design Review conducted October 2006
- System designed to align with CLV, Constellation and Enterprise Architecture
- Compliant with NIST / FIPS standards, application security plan is approved
- Delta Design Review will address final system design implementation
 - Open Source Portal Platform

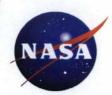


Solution traceable to user defined objectives, user needs and system requirements

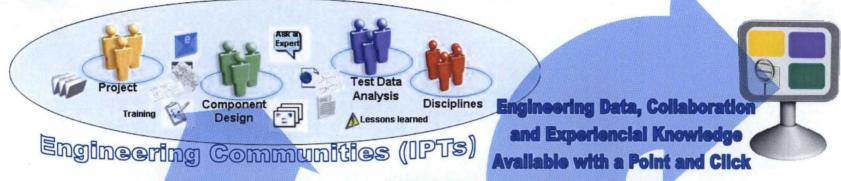


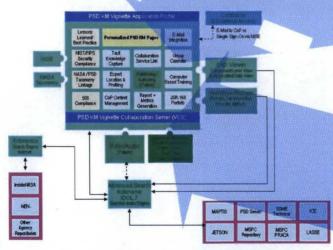
Solution Mapping / Verification

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					Sec.	matic, daily, weekly, monthly, etc. Implicif search			system shall provide capability						
	System Interface Requirements General — The KMP flox system shall have the capability to interface to all accessible data resources required by each discipline within the PSD Turbomachinery Group to perform their design, analysis, investigative and research related tasks. The system shall be developed such that it shall not be constrained from future growth.	*	×	×	×	elated information on their secure network, on the		x. x	est Practice for the			hetrics); (2)			
	Marshall Space Flight Center Sites & Shared Drives – Links shall be provided between the KM Pilot System and the required MSFC websites and shared drives in orde to index, search and perform tacit knowledge capture. The links shall be provided as the sites become available to be stood up (security measures / validations /		×	×	×	otification of the existence of returned search data vided to the user but the following capabilities shall			that will enable users to						
	permissions). Refer to Appendix F, IVA Pilot Data Resources for a complete listing of these MSFC Data Resources. NASA Sires (Other NASA Center Hosted Sires) – Links shall be provided between the KIM Pilot System and other NASA Center hosted sites and shared drives in order to index, search and perform tack throwledge capture. The links shall be provided as the sites become available to be stood up (security measures) validations /		×	x	x	s with a sufficient content description so that the ng instances where the user permission does not at to user community of interest (regardless of user in an abstracted search response to allow the user			omatically be given to Lesson		X X				
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	environments. Accurate data pedigree shall be a function of the Document Management Systems within these environments.					in Appendix D, Data Formats Supported.		7 7							
	Test and Flight Real Time Data Acquisition System Interface - The IXM System shall provide the capability, through a secure network, to access the data acquisition system to enable user desktop viewing of accessible data streams during applicable test or launch scenarios.	-			2			X X	P) Portal The community			ased by the C	oP and X	*	×
	Portal Interfaces General - The KM Pilot System portal shall be able to share information across other enterprise portals (example, InsideMarshall, NEN, etc.)					A 2.0 Taxonomy standard. [Ref SS#9]		x x	nt engine designed to			ee of docume the most rece anagement o	t version I		* 1
	Portlet Standards - the system shall support JSR 168 standard portlets [Ref SS82]					automatically through the system taxonomy		XX	pert) shall also be launched	x	x x	anagement c	promes.		
	Information managements requirements: Search Engine General — The KM System search engine shall have the capability of performing effective, complex search operations using conceptual and for contextual inference					f SS#9]	+		ers. The specifics of change						
								XX	[Ref SS#23]			ardware, Sys	em x	*	*
	techniques. [Parf SS#3]. [Parf SS#5]. [Parf SS#10] Basic Key Word Search – The search engine shall provide efficient key word, full text search capability with relevancy rankings returned for all results. [Ref SS#3]					~		X X	s. The system shall provide		x x	work layer and	•		
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What is PSD KM?





Network Infrastructure SOA Integrated Tool Suite



Workflow and Graphics drill down tools Voice/Audio Technical/Design

Broad Range of Data Resources/Types Across the Enterprise

> Expertise Locator/Knowledge

Capture





Program Structured File System Project Planning, Scheduling/EVM Requirements management Risk Management



Legacy Data MSFC Repository Shuttle/Apollo technical

LASSe/CASSI/RSIC...

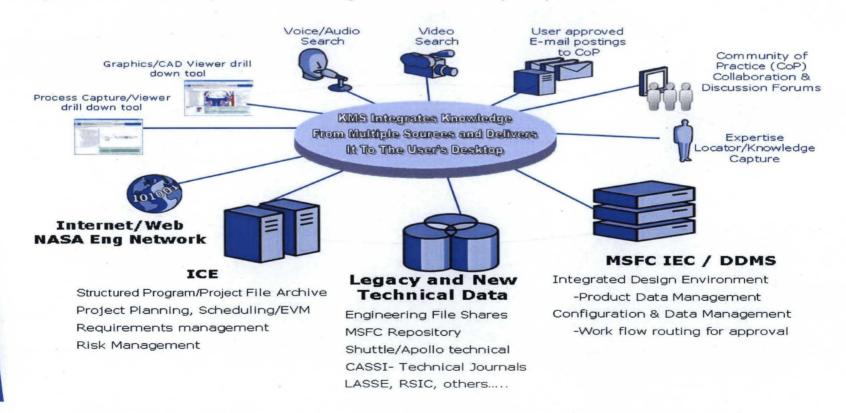
IEC / DDMS Product Data Structure Configuration / Document Management Hardware CAD Environment Evaluation/approval workflow/routing



MSFC KM Key Functionality

Key KMS Features:

- Single sign-on access and advanced data search of unstructured & structured technical data archives (Super "Google")
 - Global Search Returns from all Knowledge Sources
- Human expertise locator (Ask The Expert?)
- IPT and/or discipline focused on-line "Community of Practice" Collaboration Environment
- Knowledge capture/retrieval of discussion board/e-mail threads via on-line "Community of Practice"
- Process capture/viewer with point and click navigation to each process step instructions and all relevant data
- 3D Graphics/CAD Viewer with point and click navigation to all relevant "piece-part" data



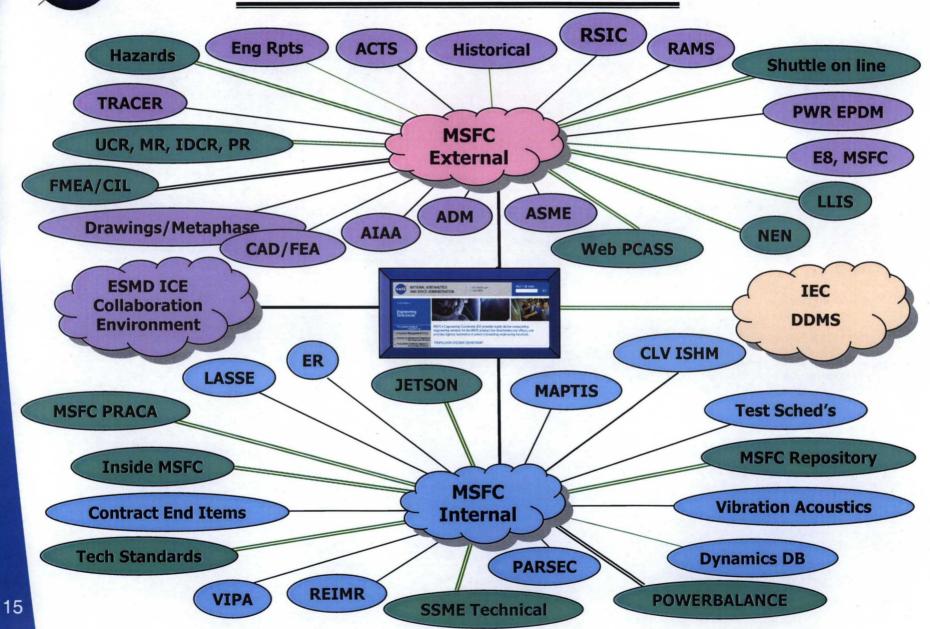


PSD KM Data Architecture Solution

- PSD KM Aligns with key CLV, Constellation and Enterprise data architecture needs
 - Data integration and user requirements definition
 - Engineering Community (IPT) defined requirements
 - Engineering process models (value steams)
 - Enabling data architecture, tools, collaborative, training and knowledge resources identified, mapped, integrated
 - IT Solution User Interface Definition
 - Develops / extends IT solution to establish a web base engineering community interface
 - Provides immediate access to mission enabling resources
 - Leverages pilot system infrastructure and SOA KM technology investment to offer critical data architecture solutions

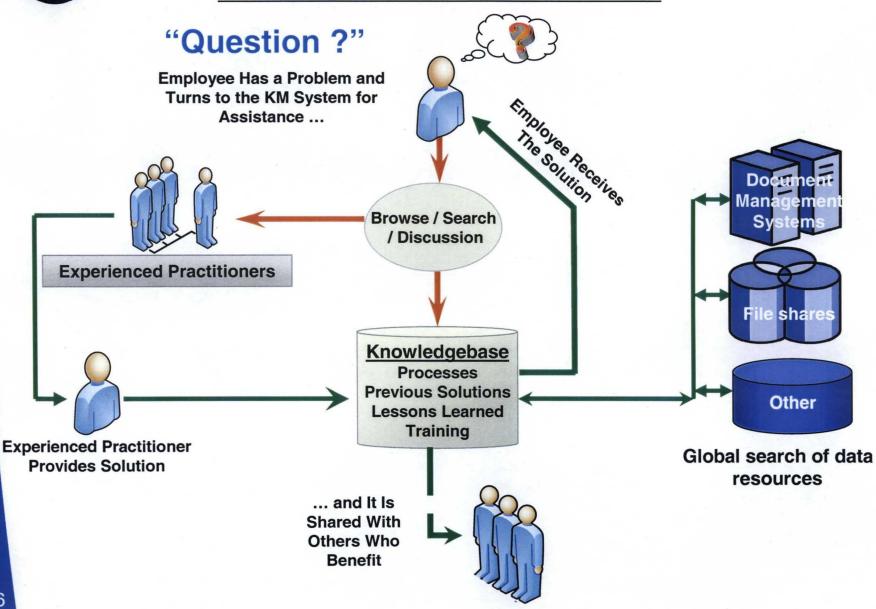


MSFC PSD KM DATA TYPES / RESOURCES



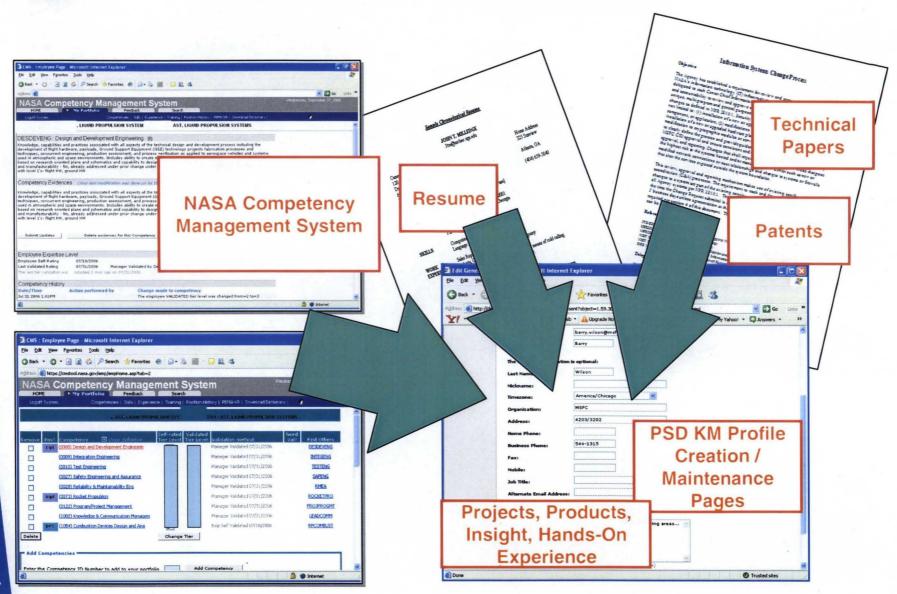


MSFC PSD KM PROJECT Knowledge Capture





MSFC PSD KM PROJECT Expertise Locator/Profile Builder





User Interface



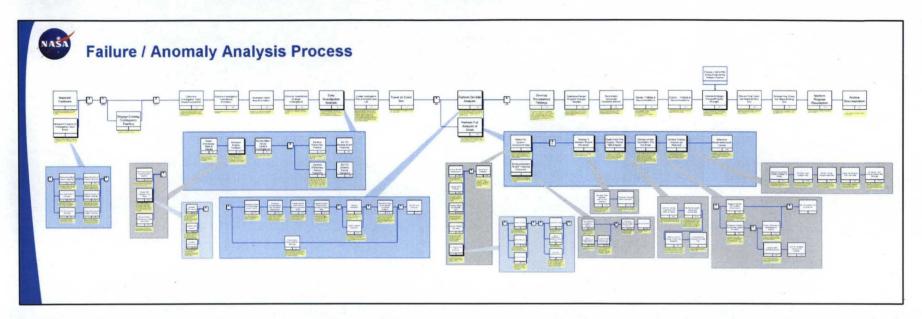


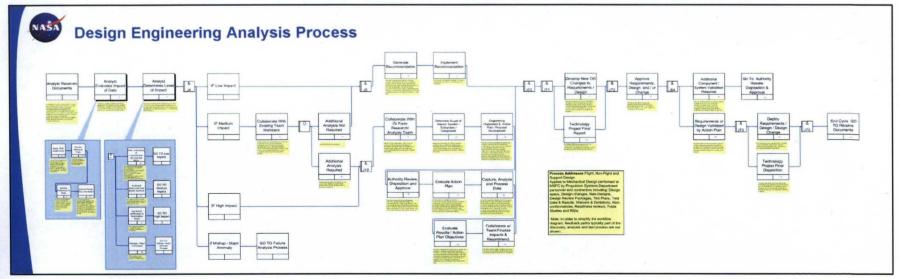


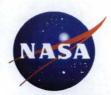


MSFC PSD KM PILOT PROJECT

Process Workflows Integral to KM Architecture

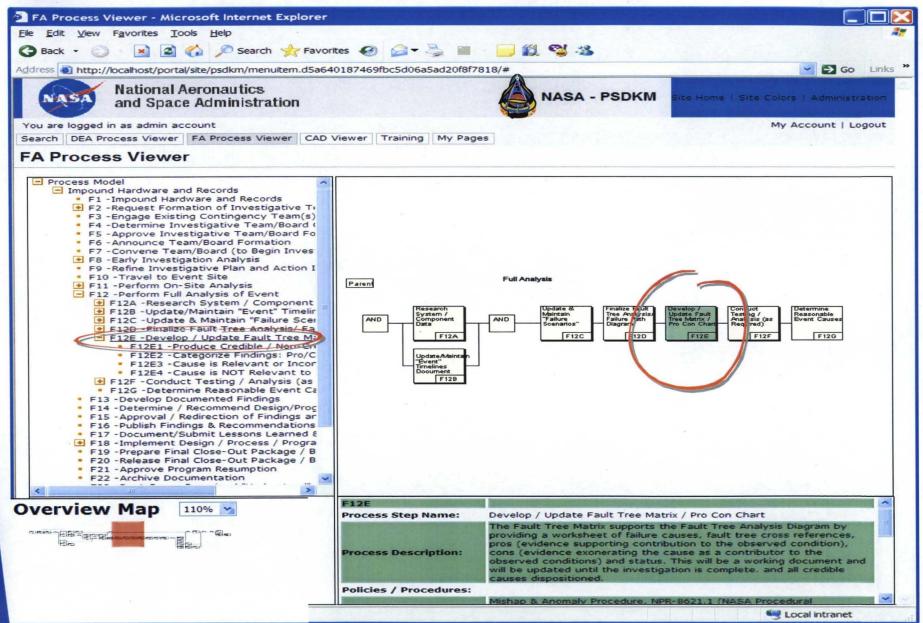






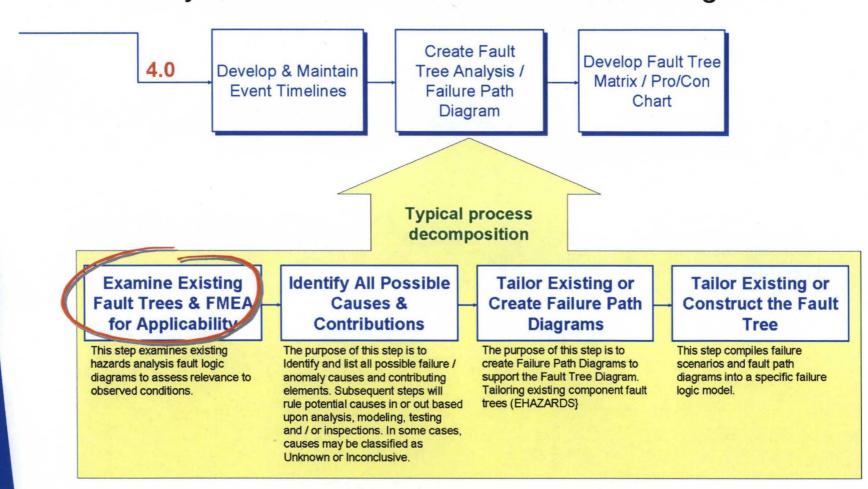
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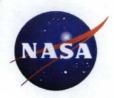
MSFC PSD KM PROJECT User Interface Navigation Flow





Community of Practice Process Workflow Navigation





Process Worksheet

Process Description

This step compiles failure scenarios and fault path diagrams into a specific failure logic model.

Procedure(s)

NPR 8621.1A Fault Trees

Affected Disciplines

Design Engineering, S&MA and support contractors

General Notes

Data Resources

EHAZARD, FMEA, DOCUMENTUM, Design Drawings, dedicated data server/computer

Input Artifacts

EHAZARD, FMEA, Design Drawings,

observed HW conditions

Examine Existing
Output Artifacts
FENHIF AutiGREE Graphio Fidermandez
erring Autopart Parties Controlled to the controll

The trape season in existing hazards analysis talated ogic diagrams to assess relevance to otherweldistaditions.

Example Cases

SSME 0523 902-772 Failure Invest. and boor in: (entire report) causes ma

_ pg16 Event FT Graphic (specific eldhknown

Training

Examine Existing Fault Trees & FMEA for Applicability

This step examines existing hazards analysis fault logic diagrams to assess relevance to observed conditions.

Typical process decomposition

Identify All Possible auses & Contributions

The purpose of this step is to Identify and list all possible failure / anomaly causes and contributing

elements.
rule poten
upon analy
Access

hyperlinked data in *blue italics*

Tailor Existing or Create Failure Path Diagrams

The purpose of this step is to create Failure Path Diagrams to support the Fault Tree Diagram.

a existing component fault

F AZARDS

Tailor Existing or Construct the Fault Tree

This step compiles failure scenarios and fault path diagrams into a specific failure logic model.



Process Worksheet

Process Description

This step compiles failure scenarios and fault path diagrams into a specific failure logic model.

Procedure(s)

NPR 8621.1A_Fault Trees

Affected Disciplines
Design Engineering, S&MA and support
contractors

General Notes

Data Resources

EHAZARD, FMEA, DOCUMENTUM, Design Drawings, dedicated data server/computer

Input Artifacts

EHAZARD, FMEA, Design Drawings, observed HW conditions

Output Artifacts

Event Fault Tree Graphic , Hernandez engineering, CAFTA modeling tool

Templates

Fault Tree Template

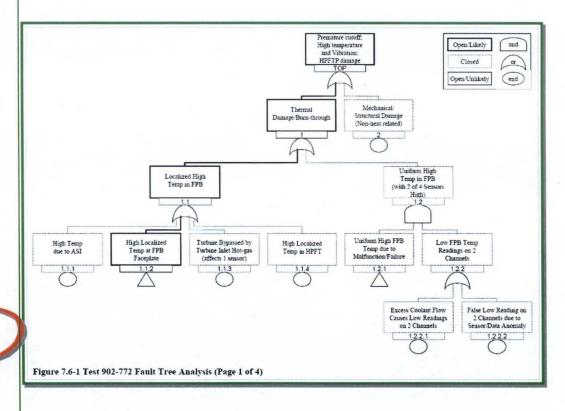
Checklists

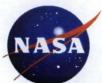
Example Cases

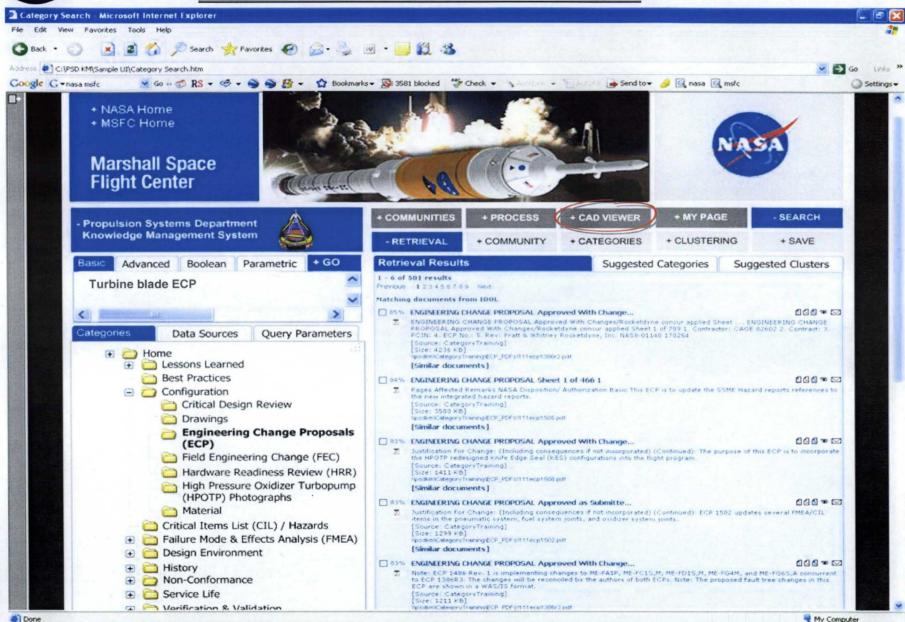
SSME 0523 902-772 Failure Invest. Report (entire report)

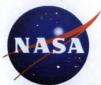
pg16 Event FT Graphic (specific ex.

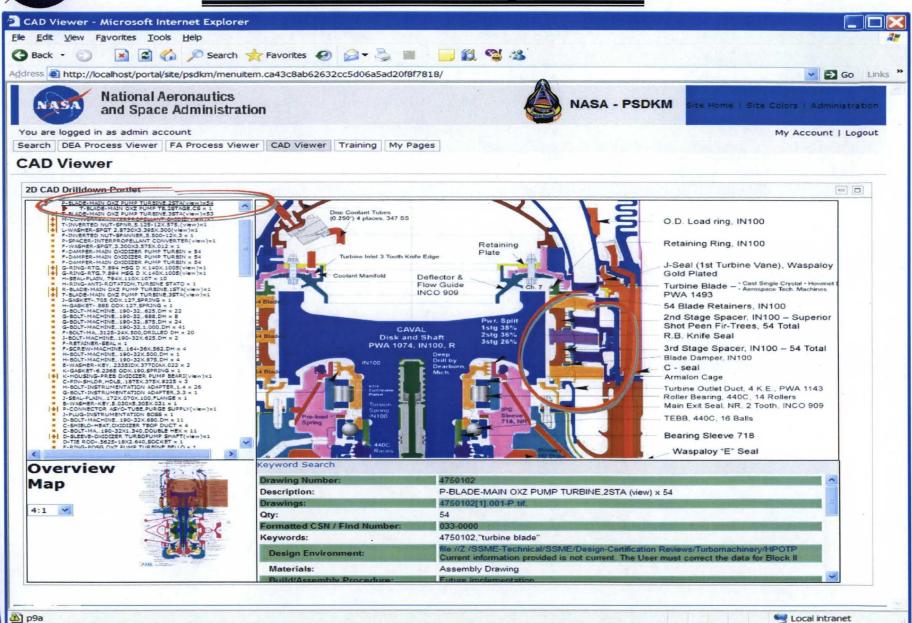
Training



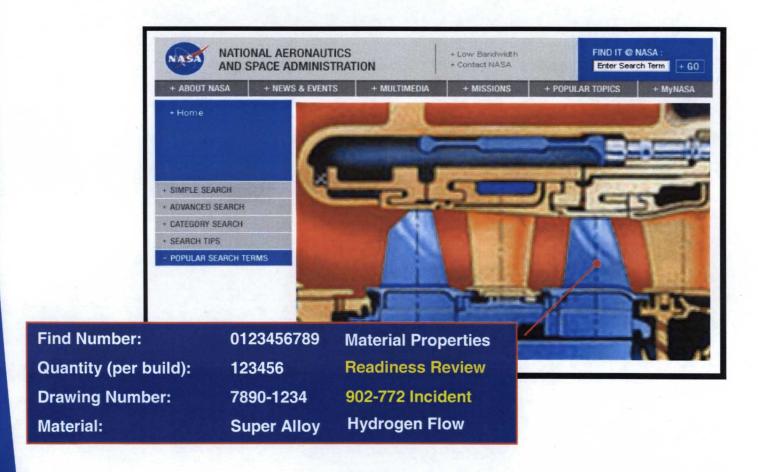








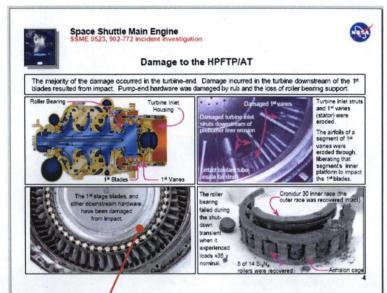




Graphic "Drill - Down" Capability Component Details View





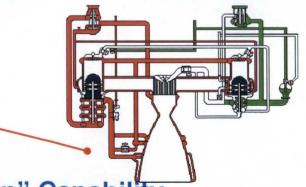


Find Number: 0123456789 Material Properties

Quantity (per build): 123456 Readiness Review

Drawing Number: 7890-1234 902-772 Incident

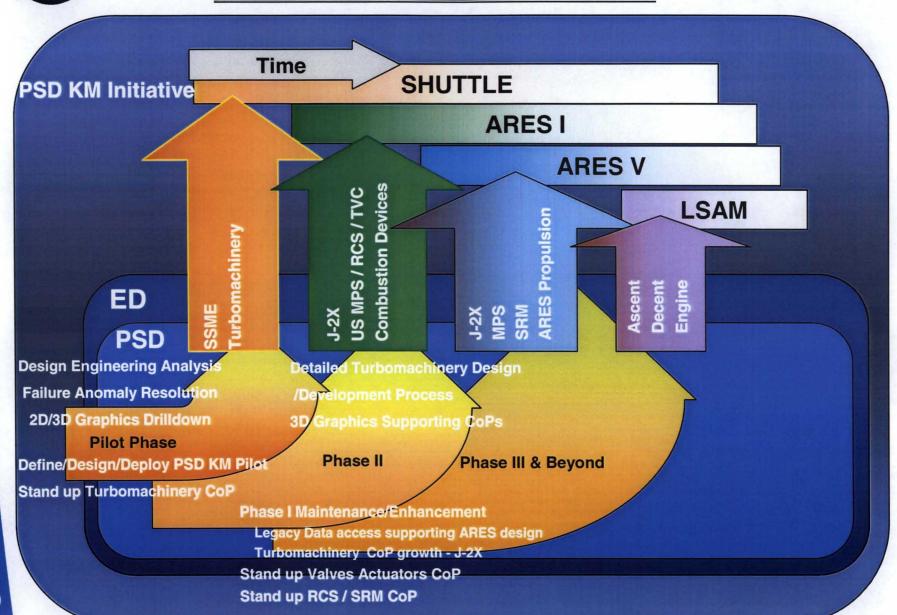
Material: Super Alloy Hydrogen Flow



Graphic "Drill - Down" Capability
Component Details View (Links)



PSD KM PROJECT FUTURE PLANNING





MSFC PSD KM PROJECT Communications & Roll-Out

PSE	KM System Briefings:	
•	JSC Knowledge Management Conference	02 March 06
•	ER Dept. Managers Brief	06 April 06
•	MSFC Technology Council	11 April 06
•	ED Management Brief	02 May 06
•	SSME Project Management Brief	09 May 06
•	SRS Review (Stakeholders)	31 May 06
•	Conceptual Design Review (Stakeholders)	29 June 06
•	PWR Meetings, Canoga Park	11 July 06
•	HQ Meetings, CIO, InsideNASA/NEN/ ESMD	13 July 06
•	NACB-ISCB Brief	23 August 06
•	Preliminary Design / UI Review (Stakeholders)	29 August 06
•	Critical Design Review (Stakeholders)	03 October 06
•	WEB PCASS	07 February 07
•	Enterprise Architecture Advisory Committee	17 February 07
•	Engineering Management Council	20 February 07
•	RSIC	23 February 07
•	IEC/DDMS	27 February 07
•	Exploration Launch Office Brief	05 March 07
•	IHS/NASA Tech Standards	22 March 07
•	CIO/ED/CLV Data Architecture	26 March 07
•	Cx Data Architecture Working Group	23 April 07
•	CLV Chief Engineers Brief	20 April 2007
•	NASA HQ IDM Workshop	24 - 26 April 2007

Cx ARC Architecture Team PWR KM Program Manager Review Engineering Directorate Review

Propulsion Department Review NASA KM International Conference

CLV Element Managers

Directives Access CIO

22 May 2007 24 may 2007 13 June 2007 14 June 2007 17 - 19 July 2007

08 May 2007

17 May 2007



MSFC PSD KM Initiative

MSFC PSD KM Information -

Paul Caraccioli
Combustion Devices Design & Development Branch
Propulsion Systems Department
NASA / MSFC / ER32
Paul.A.Caraccioli@nasa.gov
256.544.0064



Dr. Randy K. Smith
Department of Computer Science
University of Alabama
RSmith@cs.ua.edu
205.348.6363



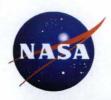
Bill Mommsen
Intergraph Corporation
Security, Government & Infrastructure (SGI) Division
Bill.Mommsen@intergraph.com
256.730.8179





Support





DATA Resource Connection

<u>Data Source</u>		<u>Content</u>					
		CM Documents, Nonconformance data, Engine Reviews, HRR, CE Telecons, CDR, DCR, Program reviews, Major Incident reports, IFA's,					
SSME Technical		FMEA, Orientation Training, PWR Drawings, Specifications, Photos, Flight Ops handbook					
MSFC Repository		Adv Lunar systems, Mars exploration, NGLT, IPD, Nuclear Propulsion, Shuttle Projects					
LASSE		Apollo, Saturn, ALS, Aerodynamics, Propulsion, Cryogenics, Centar, X-vehicle					
MSFC Multi-Program/Proj Docs		MSFC Specifications, Standards, Requirements, Handbooks, Plans, Processes					
MSFC Directives Master List		MSFC Policy Directives, Procedural requirements, Work instructions, Guidance Manual					
PRACA (MSFC)		All Shuttle Problem Reports and Corrective Action					
Shuttle Online		Flight Readiness Reviews, PSE&I, CERB, PRB docs, Intg Weekly Reports, Shuttle Contengency plan, Shuttle CM Plan SSME Data Review Packages (Test & Flight)					
Jetson CT 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							
STI Database (Scientific & Technical Information	on)	Aeronautics/Astronautics, Chemistry, Physics, Mathmatics, Computer Science, Engineering, Space Science, Geo Science					
NASA Technical Standards		AIAA, AMS, ASTM Material Specifications, ANSI/ABMA/NAS Aerospace Standards, Mil Stds Industry Stds					
WebPCASS		All PRACAs (KSC PRs, IPR, DRs, GFE, MSFC UCRs, IFAs) Shuttle CIL / HA, OMRSD, LCC, Waivers					
SSPWEB		NSTS 7700 volumes					
Shuttle Portal		Shuttle Project collaboration, Project data					
NEN		Inside NASA, LLIS, Online directives, NASA Image exchange, Electronic pats and Packaging					
RISC		Technical and Scientific reference books, nmanuals Journals.					
ICE Windchill		Structured Data Management system, All ESMD program data, Schedules, EVM, Risk Management					
IEC/ DDMS		Integrated design environment, Configuration Management system.					
Maptis		Materials specifications and properties testing					
CASI	Professional Control	Technical, Scientific reports , Journals, Articles, Papers					
Contractor Data systems		Metaphase, Nexprize, ACTs, ADM, Prams, Rams,					
Pilot Indexed	Phase II						
MOU Negotiation Underway	Long rang	е					
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MSFC PSD KM PROJECT

Unique Functionality

- Community of Practice Provides a forum for individuals with shared interest or expertise to exchange ideas and experiential knowledge
 - Collaboration / Sharing, Knowledge Capture, Expertise Locator, Training
- Single Sign On MSFC domain log in provides authenticated user access to PSD KM and all authorized accounts
- Automatic Profiling Monitors user data interaction preferences and automatically forms profiles of their interest and expertise
- Categorization Automatically categorizes data without the need for manual intervention
- Disparate Repository / Unstructured Data Interface Access data where it resides within or outside of product structure / data management system environment
- Conceptual Retrieval Extracts meaning from key words and complex terminology embedded in query information; Returns search results based on concept matching



MSFC PSD KM PROJECT

Unique Functionality (Cont'd)

- Hardware Graphics Viewer Point and click access from graphic image to broad range of related design information, subject matter expertise, lessons learned and training
- Process Workflow Viewer Enables the user to locate relevant information within the context of a process step
 - Search and retrieval functionality from Failure/Anomaly and Design
 Engineering Analysis workflow navigation, "process-based" data associations
- Expertise Locator Automatically identifies individuals with expertise in organizations and identifies subject matter knowledge in any required field
- KM awareness, cultural change/motivational training Integral to CoP roll out



PSD KM / PDMS Design Characteristics

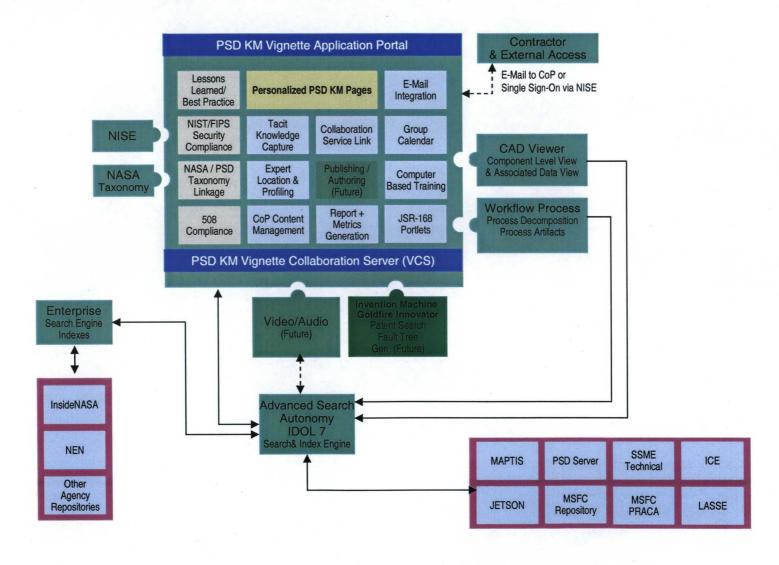
	PSD Knowledge Management	Product Data Management
Focus Area	Individual & Collective Knowledge	Managing Product/Project Data
Information Management	Unstructured information Contextual search outside of PDMS	Structured Information Search limited to PDMS data structure
Timeframe	Ongoing. Doesn't stop as long as the body of knowledge is relevant.	Project Life cycle. Has a finite start and end date.
Scope	Any repository or information source that contains useful knowledge	Only information contained in its internal repository.



MSFC PSD KM PILOT PROJECT

Design / Architecture (Pilot)

Componentized Resources System View





CoP Process Creation / Maintenance



CoP User Inputs
Process / Change

- Use CoP Input Template and MS Office Suite to Propose Process Workflows
- Submit Using CoP Suggestion Box
- Post to Community Forum



CoP Moderator Leads Review

- Recommended as Best Practice
- Review w / Initiator
- Collaborate w/ SMEs
- Approve / Reject

 Data Manager to Allow Simple Maintenance of Process Data & Links



Enter & Validate
Process / Data

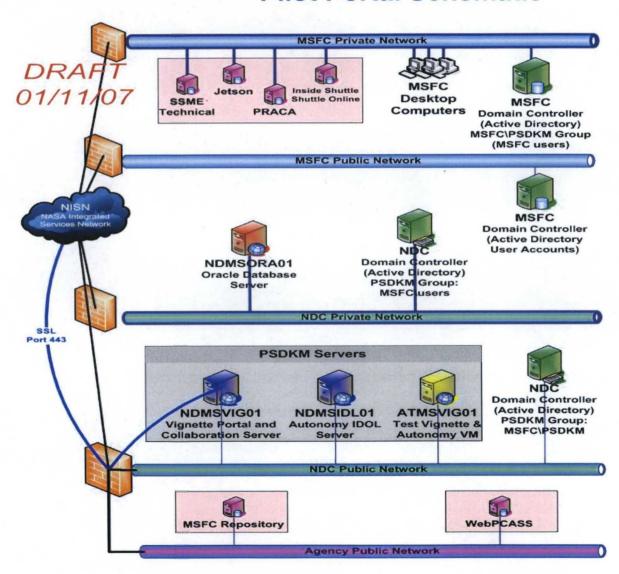
- Load Process Model / Data
- Validate in Process Viewer
- Publish in Community Knowledge Storehouse

Community Can Create New, Change Existing and Maintain Processes



MSFC PSD KM System

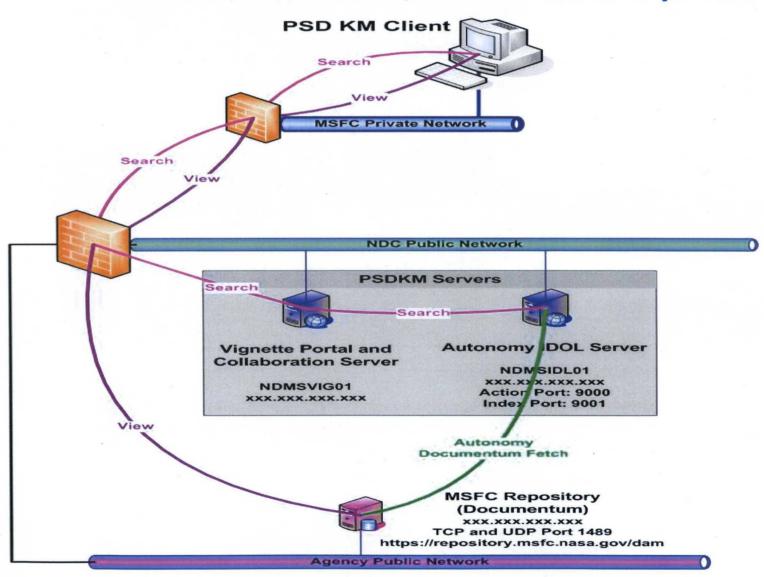
Pilot Portal Schematic





MSFC PSD KM System

Pilot Portal Schematic, Documentum Query/Fetch





MSFC PSD KM PROJECT

KM Pilot System Data Security Security Policy

- Designed for Compliance with Enterprise Architecture
- Enforcement of internal authentication models for repositories, proprietary applications, and software.
- Portal LDAP ensures automatic verification against user, group and role level entitlement
 - Will align with the NDC active directory, migrating to NISE
- KM Program will comply with NPR 2810.1, NIST 800-53
 - Moderate security classification based on FIPS 199, NIST 800-60
- Application Security Plan is in Work